



A Study on Impact of Employee Interpersonal Relationship at Sevika Tech Pvt. Ltd.

Smt. Dr. U. Homiga¹, Mr. Paul Jasper. R²

¹ MBA, M.Phil, Ph.D., NET, CTFC, PGDCBM, Faculty, NICM, Chennai.

² B.COM(CS), MBA, NICM, Chennai.

ABSTRACT

The study on impact of employee interpersonal relationships at Sevika Tech Pvt. Ltd. aimed to explore the impact of supportive relationships on job performance, satisfaction, and organizational outcomes. The research encompassed data collection from 60 employees using a structured questionnaire, followed by statistical analysis including percentage analysis, correlation, chi-square tests, and interpretation of findings.

Key findings from the study revealed a positive correlation between positive interpersonal relationships and employee engagement, satisfaction, and commitment. Most respondents perceived positive relationships as crucial in fostering a sense of belonging and reducing misunderstandings at the workplace. The study also highlighted the importance of effective talent management strategies in retaining employees and reducing attrition rates.

Recommendations based on the findings include continuous monitoring of interpersonal dynamics, providing quality training, establishing common working hours for HR and employees, and automating attendance processes. The study concluded that fostering positive workplace relationships is essential for organizational success, employee satisfaction, and overall well-being.

INTRODUCTION

Employee interpersonal relationships at the work environment play an essential part in cultivating a positive and profitable work environment. The flow between colleagues altogether affect the general organizational culture and, subsequently, representative well-being and execution. This gives us the idea of the different features of employee interpersonal relationships, diving into types, features, importance, pros, cons, and eventually drawing conclusions to supply important experiences for organizational improvement.

It is also a foundation of a solid and flourishing work environment. Recognizing and supporting these connections is fundamental for organizational victory. While the points of interest are various, it is significant to address potential impediments through successful communication, strife determination, and cultivating a comprehensive environment. Organizations that prioritize and contribute in building solid interpersonal connections are likely to involvement improved representative fulfillment, maintenance, and generally victory.

REVIEW OF LITERATURE

Stephanou & Giorgali (2020) This study explores how employees perceive their interpersonal relationships at work, focusing on attributions for best and worst relationships, dispositional forgiveness, and life and work satisfaction. Conducted among 200 secondary school teachers, findings indicate that attributions for best relationships are associated with internal, controllable factors, while worst relationships are linked to external, uncontrollable factors. Higher levels of forgiveness, particularly towards situations, correlate with better perceptions of relationships. Interestingly, life and work satisfaction play a weaker role in predicting relationship appraisals compared to forgiveness. These insights shed light on workplace well-being and interpersonal dynamics among educators.

J Sudarvel, S Jegadeeswari, Mr P Easwaran, KC Praveen, R Velmurugan & V Sumathi (2022) This study investigates job satisfaction among private bank employees in Ernakulam District. Recognizing that employee satisfaction is crucial for organizational growth and development, the research aims to understand the factors contributing to job satisfaction, such as working environment, infrastructure, monetary benefits, and career opportunities. By exploring these aspects, the study seeks to identify strategies to enhance employee satisfaction and thereby improve workplace productivity and overall organizational success.

Yao & Siegel (2021) This study explores the impact of interpersonal relationships on attributions, emotions, and willingness to provide support to individuals with depression in China. Results indicate that perceptions of depression controllability and stability influence sympathy levels, particularly towards acquaintances. The findings suggest that Weiner's attribution theory may offer insights into reducing depression stigma in China, underscoring the importance of considering interpersonal dynamics in stigma reduction efforts.

Rebeiro (2023) This phenomenological inquiry looks into the interpersonal dynamics between registered nurses (RNs) and nursing students during clinical placements. Through in-depth interviews, the study illuminates the pivotal role of the RN-student relationship in facilitating positive learning experiences for students during their placements. This research underscores the importance of nurturing supportive relationships between RNs and students to enhance the educational outcomes of clinical placements.

Langlinais, Howard, and Houghton (2022) The research investigate how interpersonal communication dominance serves as a proactive tool for enhancing interpersonal trust between coworkers. Their study, rooted in social information processing theory, explores how perceived kindness and integrity mediate the relationship between communication dominance and trust. The findings suggest that fostering perceptions of kindness and integrity through communication dominance can positively impact interpersonal trust among colleagues.

OBJECTIVES OF THE STUDY

Primary objective:

1. To find out the impact of employee interpersonal relationships in improving job performance and job satisfaction

Secondary objectives:

2. To explore the connection between supportive interpersonal relationships and employee engagement, contributing to improved job satisfaction and performance.
3. To identify whether overall quality interpersonal relationship creates job satisfaction.
4. To evaluate the long-term effects of positive employee relationships on retention rates and organizational commitment.
5. To identify the impact of positive employee interpersonal relationships on reducing attrition rates within the workplace.

LIMITATIONS OF THE STUDY

- One of the important disadvantages of this study is due to the busy work schedule of the employee chances are there that responds to the questionnaires may be with lack of full concentration.
- Insufficient time leading to inadequate focus in all sections is also a disadvantage of this study.
- Investigate the prejudice and prejudice of respondents. Therefore, 100% accuracy cannot be guaranteed.
- The survey was conducted within a short period of time and the researchers could not expand the scope of the study
- The possibility of the respondent's bias cannot be ruled out.
- The survey does not include any observation technique to observe the behaviors of employees.

RESEARCH METHODOLOGY

To Study On Impact Of Employee Interpersonal Relationship At Sevika Tech Pvt.Ltd. A structured questionnaire was prepared to collect the data from the respondents of the organization. The survey was conducted in Sevika Tech Private Limited, Chennai. The total number of employees working during the research period is 60. This study includes all 60 employees of the organization. The entire population has been covered for the study. The sampling design we used here is a census method, which means a complete enumeration of all items in the population. Since all the workers have been surveyed, it will provide an accurate representation of the true job satisfaction and job performance level.

DATA ANALYSIS AND INTERPRETATION

1. Gender of respondents

Sl.NO.	PARTICULARS	NO.OF RESPONDENTS	PERCENTAGE
1	MALE	40	66.70%
2	FEMALE	20	33.30%

INTERPRETATION: From the above analysis 66.7% of the respondents are male and 33.3% of respondents are female.

2. Age of respondents

SI.NO.	PARTICULARS	NO.OF RESPONDENTS	PERCENTAGE
1	Under 25	21	35%
2	25-35	21	35%
3	35-44	6	10%
4	45-54	5	8.30%
5	55 and above	7	11.70%

INTERPRETATION: From the above analysis 35% of the respondents are under the age of 25, 35% of the respondents are between the age group of 25-35, 10% of the respondents are between the age group of 35-44 and 8.3% of the respondents are between the age group of 45-54.

3. Job position of the respondents

SI.NO.	PARTICULARS	NO.OF RESPONDENTS	PERCENTAGE
1	ENTRY- LEVEL	18	30%
2	MID- LEVEL	22	36.70%
3	SENIOR-LEVEL	20	33.30%

INTERPRETATION: From the above analysis 30% of the respondents are entry-level staffs, 36.7% of the respondents are mid-level staffs, and 33.3% of the respondents senior-level staffs.

4. Overall quality of employee interpersonal relationship with colleagues

SI.NO.	PARTICULARS	NO.OF RESPONDENTS	PERCENTAGE
1	VERY POOR	01	1.7%
2	POOR	03	5.0%
3	FAIR	18	30%
4	GOOD	24	40%
5	EXCELLENT	14	23.3%

INTERPRETATION: From the above analysis 1.7% of the respondents has very poor relationship with colleagues, 5% of the respondents has poor relationships with colleagues, 30% of the respondents has fair relationship with the colleagues, 40% of the respondents has good relationship with colleagues and 23.3% of the respondents has very good relationship with colleagues.

5. How well employee are supported with their colleagues

SI.NO.	PARTICULARS	NO.OF RESPONDENTS	PERCENTAGE
1	YES	42	70%

2	NO	03	5.0%
3	SOMETIMES	15	25%

INTERPRETATION: From the above analysis 70% of respondents feel well-supported by their colleagues, 5% of respondents do not feel supported by their colleagues and 25% of respondents feel supported by their colleagues occasionally, but not consistently.

CHI-SQUARE TEST

A chi-square test is a statistical test used to compare observed results with respected results.

AIM: To test whether, there is a significant relationship between interpersonal relationship and the impact on job satisfaction & job performance or not.

STEP 1:

Null Hypothesis (H₀): There is no significant relationship between interpersonal relationship and the impact on job satisfaction & job performance.

Alternative Hypothesis (H₁): There is a significant relationship between interpersonal relationship and the impact on job satisfaction & job performance.

STEP 2:

OBSERVEDVALUE

Gender	Positively influence job satisfaction and performance	No significant effect on job satisfaction/ performance	Negatively impacting job and performance	It depends on individual preference and work dynamics	Grand total
Female	8	0	2	10	20
Male	18	1	8	33	40
Grand total	18	1	8	33	60

STEP 3:

EXPECTED VALUE

O	E	(O-E) ²	(O-E) ² /E
8	6	4	0.67
10	12	4	0.33
0	0.33	0.11	0.33
1	0.66	0.11	0.16
2	2.67	0.45	0.17
6	5.33	0.45	0.08
10	11	1	0.09
23	22	1	0.04
			1.87

STEP 4:

DEGREES OF FREEDOM

$$\begin{aligned}
 V &= (r-1)(c-1) \\
 &= (2-1)(3-1) \\
 &= 3
 \end{aligned}$$

The calculated value is 1.87. The table value 7.815. Therefore there is no significant.

$C.V < T.V$

STEP 5:

INFERENCE

Therefore, there is no significant relationship between interpersonal relationship and the impact on job satisfaction & job performance.

COEFFICIENT OF CORRELATION

AIM: To test whether, there is correlation between the overall quality of interpersonal relationship and job satisfaction.

The coefficient of correlation can be found out by using the direct method or when durations are taken from an assumed mean method.

STEP: 1

X	1	3	18	24	14
Y	2	3	19	22	14

STEP: 2

X	Y	X ²	Y ²	dx _y
1	2	1	4	2
3	3	9	9	9
18	19	324	361	342
24	22	576	484	528
14	14	196	196	196
• (X)=60	• (Y)=60	• (X) ² =1106	• (Y) ² =1054	• (XY)=1077

STEP: 3

$$r = \frac{N\sum xy - (\sum x)(\sum y)}{\sqrt{N\sum x^2 - (\sum x)^2} \sqrt{N\sum y^2 - (\sum y)^2}}$$

$$r = 1785/43.93*40.86$$

$$r = 1785/1794.98$$

$$r = 0.99$$

The correlation coefficient can range from -1 to +1, with -1 indicating a perfect negative correlation, +1 indicating a perfect positive correlation, and 0 indicating no correlation at all.

STEP: 4

Therefore, there is very high positive correlation.

KEY FINDINGS

- ✓ 66.7% of the respondents are male.
- ✓ 35% of the respondents are between the age group of 25-35.
- ✓ 36.7% of the respondents are mid-level staffs.
- ✓ 40% of the respondents has good relationship with colleagues.
- ✓ 70% of respondents feel well-supported by their colleagues.

CONCLUSION

The study revealed a strong correlation between positive interpersonal relationships and various aspects of employee satisfaction and performance. Most respondents acknowledged the significant impact of supportive relationships on job satisfaction, engagement, and commitment. Positive relationships were found to contribute significantly to reducing misunderstandings and enhancing trust within the workplace majority of employees believed that positive relationships played a crucial role in fostering a sense of belonging and improving overall work environment.

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